

Workplace Alaska

Class Specification Intake Officer

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Definition:

Under general supervision by the Intake Supervisor, performs the first level complaint review in support of the Office of the Ombudsman for the legislative branch of government. The assignment consists of average difficulty and is the full proficiency level class, requiring knowledge and experience to perform various office assignments.

The Intake Officer is the public's first point of contact with the Office of the Ombudsman. The incumbent is primarily responsible for collecting information about the complainant and his or her complaint. The incumbent will dispose of complaints that are clearly not appropriate for ombudsman action based on criteria and standards established in law and by the ombudsman. The incumbent may resolve complaints that require minimal intervention and recommend further action on complaints requiring more thorough review. The Intake Officer must be able to conduct sound research, effective interviews of complainants and witnesses, and write clear and concise case summary dispositions.

Distinguishing Characteristics:

This position is distinguished from the Intake Supervisor position (19) that performs journey, professional investigative work involving complex complaints and issues.

Examples of Duties:

Responds to inquiries by mail, e-mail, telephone or personal contact; explains office policies and procedures; recommends alternative sources of assistance, maintains records of inquiries.
Conducts intake interviews: determines the jurisdiction and timeliness of complaints; conducts interviews to establish the basis of an allegation; obtains documents and information relating to complaints.
Conducts initial complaint processing, organizes documents, determines whether a complaint may be handled as an assist or decline; and enters each complaint on a computer record.
Examines all relevant facts that the complainant provides or that are revealed in documents related to the complaint; and communicates by telephone, in person, or through correspondence with agency employees or others who may have direct knowledge about the complaint.
Conducts research of issues surrounding the complaint by using appropriate sources such as:
Office resource files and agency policy and procedure manuals;
Law library facilities and materials;
Appropriate office and state computer data bases;
Specialists in the subject area from other jurisdictions.
Maintains office case filing system.
Consults supervisor and other employees as appropriate.
Other duties as assigned.

Knowledge, Skills and Abilities:

Working general knowledge of the organization and operation of Alaska state government.
Ability to make appropriate referrals, decline complaints, and make assists.
Ability to adhere to time constraints established by the intake supervisor and, with general supervision, to correctly handle complaints.
Ability to apply appropriate legal and office standards in the processing of complaints.
Ability to establish and maintain cooperative working relationships with other ombudsman staff and with persons contacted in the performance of work-related duties.
Ability to listen and evaluate information without personal bias.
Ability to work and communicate with individuals in personal crises and in confrontive situations as evidenced by the ability to maintain control of an interview and be able to elicit factual information.
Working knowledge of data and word processing equipment.
Ability to be discrete and satisfy confidentiality requirements at all times.
Ability to communicate effectively to a wide audience as evidenced by sound writing skills, an excellent command of the English language and the ability to change styles to fit the target audience.

Ability to explain complex ideas through the written and spoken word.
Ability to meet and deal tactfully with the public.
Ability to deal with stressful situations in an appropriate manner.
Ability to understand and follow oral and written instructions.
Ability to read, comprehend, and apply written procedures.
Ability to maintain files and retrieve documents.
Ability to work independently and perform assignments with minimal direction.
Ability to organize and prioritize work.

Special Note:

The Office of the Ombudsman has an unusual statutory obligation to maintain confidences. It has the obligation to maintain confidences made to ombudsman staff by both complainants and government agencies, including maintaining the confidentiality of complainant and witness identities. Additionally, the ombudsman statute provides the ombudsman and staff access to most confidential records of state government. This access has the caveat that ombudsman staff may not disclose these confidential records. All ombudsman staff are bound by these statutory requirements.

This job class is fully exempt and serves at the pleasure of the Ombudsman.

Minimum Qualifications:

Bachelor's degree from an accredited college

AND

One year of relevant work experience. Relevant experience includes investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report.

Substitution: High school diploma or equivalent

AND

Four years of demonstrated work experience investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

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Minimum Qualification Questions:

Do you have a bachelor's degree from an accredited college?

AND

Do you have one year of relevant work experience? Relevant experience includes investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report.

Or Substitution:

Do you have a high school diploma or equivalent?

AND

Four years or more of demonstrated work experience investigating, researching or analyzing information to formulate a formal determination or recommendation in a written report?